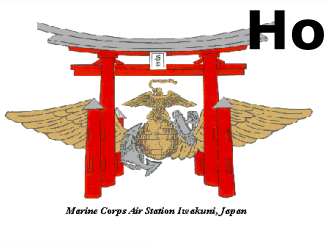
Who we are and why we exist…

SIO Mission

Focused on relationships with the community, dedicated to upholding the expected standards of conduct, through education, open communication and effective use of technology.



How we will act in order to achieve our vision, our bed rock values…

SIO Guiding Principles

Advisor – Our actions are to guide, assist and direct in a manner that instills trust and loyalty.

Discrete – Handle situations in a way that allows people to maintain their dignity and respect.

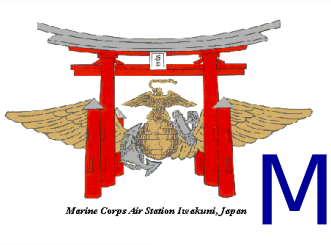
Confidentiality – All matters pertaining to our office will be held in strict confidence and will only be provided to those that have a need to know.

Neutrality – All decisions are based upon the facts presented without bias or prejudice.

Where we want to go and how we want our customers to see us…

SIO Vision

A cornerstone for trust and loyalty, dedicated to making Iwakuni a better place.



To stay the course, what must we keep focused on…

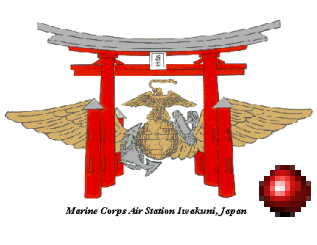
MCAS Iwakuni's Top Priorities

1. **Anti-terrorism/Force Protection & Safety** - Protect and preserve life and property
2. **Quality Life, Quality Work** - A balanced combination that demonstrates our commitment to people and mission
3. **Current Readiness** - Ensure capabilities to perform the mission
4. **Manpower/alignment of function and personnel** - Deliver the right skills, at the right place, at the right time
5. **Future Readiness** - Prepare for tomorrow. Request and develop our capabilities accordingly
6. **Community Relations** - Establish/maintain trust and communication

Where will we focus our efforts to close the "execution gap"…

SIO Goals

- **GOAL 1 – Develop positive / trustworthy relationships**
- **GOAL 2 – Establish a proactive presence in the community**
- **GOAL 3 – Continually look for ways to improve what we do**

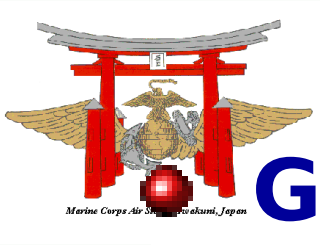


What steps we need to take to move towards our vision…

Goal 1 – Develop positive…

Objectives:

- **1.1 Engage commands in a manner that effectively involves them in our decision making process of sanctions.**
- **1.2 Develop an interactive feedback system for command representatives & sponsors.**
- **1.3 Market our Excellence in Citizenship Awards program.**

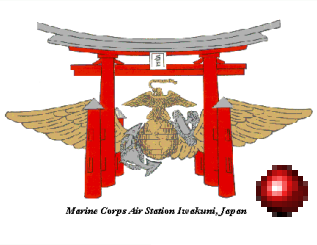


What steps we need to take to move towards our vision…

Goal 2 – Establish a proactive…

Objectives:

- **2.1 Educate the community through a communications plan to reduce misconduct.**
- **2.2 Increase our interaction with reporting agencies to share information.**



What steps we need to take to move towards our vision…

Goal 3 – Continually look…

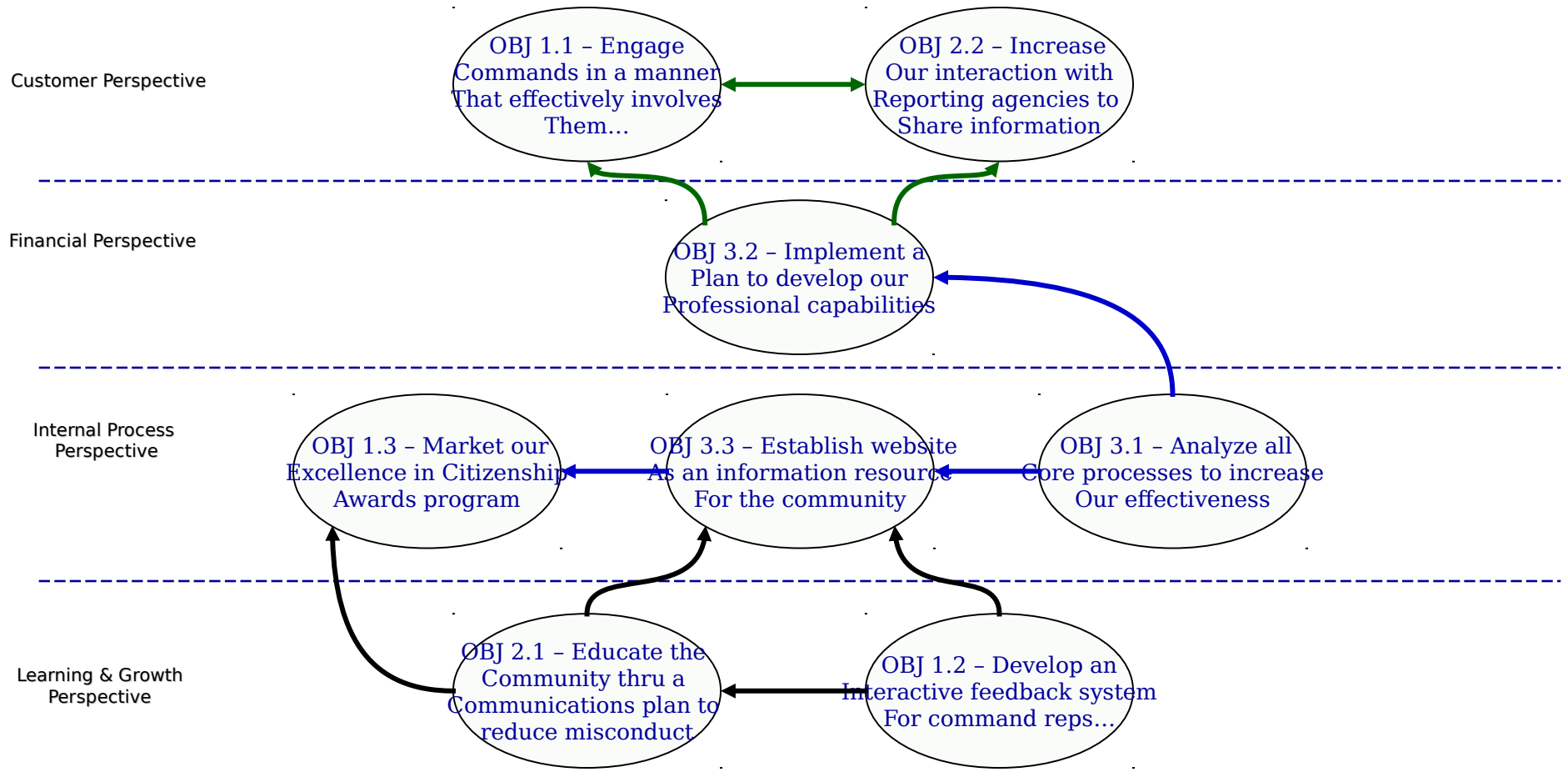
Objectives:

- **3.1 Analyze all core processes to increase our effectiveness.**
- **3.2 Implement a plan to develop our professional capabilities.**
- **3.3 Establish website as an information resource for the community.**

Organizational Strategic Themes

GOAL 1 – Develop positive/ trustworthy relationships	GOAL 2 – Establish a proactiv presence in the community	GOAL 3 – Continually look for ways to improve what we do

Achieving Our Vision


Customer Perspective
Financial Perspective
Internal Process Perspective
Learning & Growth Perspective
OBJ 1.1 – Engage Commands in a manner That effectively involves Them…
OBJ 2.2 – Increase Our interaction with Reporting agencies to Share information
OBJ 3.2 – Implement a Plan to develop our Professional capabilities
OBJ 1.3 – Market our Excellence in Citizenship Awards program
OBJ 3.3 – Establish website As an information resource For the community
OBJ 3.1 – Analyze all Core processes to increase Our effectiveness
OBJ 2.1 – Educate the Community thru a Communications plan to reduce misconduct
OBJ 1.2 – Develop an Interactive feedback system For command reps…

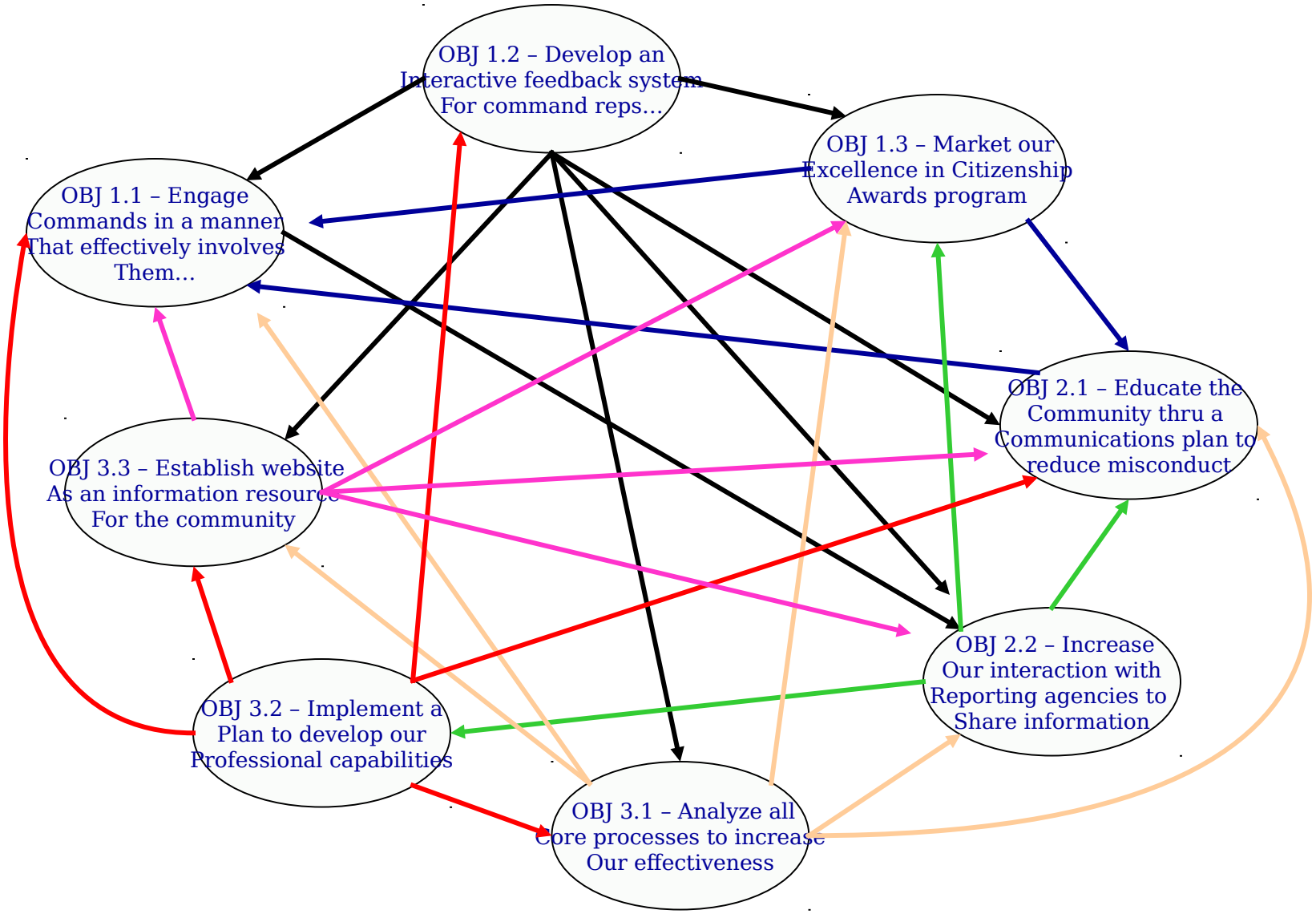
Objective:	Measure:	Target:	Initiative:
Customer Perspective: • C1 – Engage commands in a manner that effectively involves them in our decision making process of sanctions • C2 – Increase our interaction with reporting agencies to share information	C1- Hearing Feedback Report (HFR) rating (monthly) C2- Reporting Agency Satisfaction Index (RASI) rating (semi-annual)	C1- Improve HFR rating C2- Improve RASI rating	C1- Develop rating scale for report/overall; Collect recent data in 05 C2- Develop ICE survey (RASI); Send out in Oct. 05
Financial Perspective: • F1 – Implement a plan to develop our professional capabilities	F1- Total $$$ for professional development (quarterly) (avg cost per/hr X trng hours)	F1- Establish baseline	F1- Develop tracking system for all prof. Development; Research FY05 expenditure data
Internal Process Perspective: • I1 – Market our Excellence in Citizenship Awards program • I2 – Establish website as an information resource for the community • I3 – Analyze all core processes to increase our effectiveness	I1- # of citizens recognized (quarterly) I2- # of hits on our website (monthly) I3- # of documents reworked (monthly)	I1- Establish baseline I2- Establish baseline I3- Reduce by 10%	I1- Collect data for FY05; Communicate the ECA prgm Oct 05 I2- Develop internet website; Communicate changes to cmd reps Jan 06 I3- Get S-1 tracking system for rework; Standardize documents
Learning & Growth Perspective: • L1 – Develop an interactive feedback system for command representatives & sponsors • L2 – Educate the community through a communications plan to reduce misconduct	L1 - # of training hours (quarterly) L2- # of communication efforts base wide (quarterly)	L1- Establish baseline L2- 7 Efforts	L1- Develop Excel database to track trng hours; Develop/ Implement trng plan L2- Develop communications matrix 7ways X 7times

The following slides are tools used in helping organizations make decisions. Here's what each slide reflects in sequence.

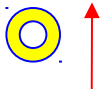
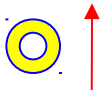
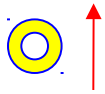
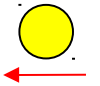
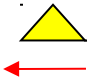
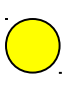
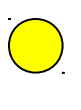
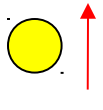
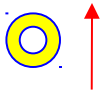
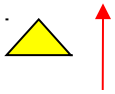
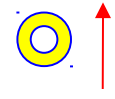
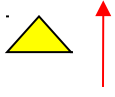
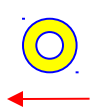
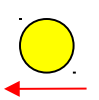
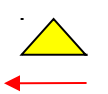
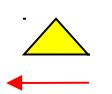
Slide 12 – Inter-relationship Diagraph (ID graph). Depicts the cause and affect relationships among all the objectives. In other words, which objective affects the outcome of another objective. This is Maj. Razvillas' paradigm (July 05) of which one has an affect on the other.

Slide 13 – Inter-relationship Diagraph Matrix (ID Matrix). This tool uses the data from the previous slide and helps to visualize the strength in the relationships among the objectives. Symbols are used to place value on the strength. Values are 9 for a colored circle, 3 for a circle like a donut, 1 for a triangle and 0 for a dash. The arrows are taken from the previous tool to indicate how it is affected. Calculating the information helps to decide where your focus should be aimed to achieve the greatest result.

Slide 14&15 – Are recommendations that can be made based on the data from slide 12. Here each objective is outlined as it was developed in your strategic planning. In other words, how to achieve the goal. Understanding that every measure will offer different insights, this slide helps to visually indicate which objective (once measured) will have the strongest weight in


OBJ 1.2 – Develop an
Interactive feedback system
For command reps…
OBJ 1.3 – Market our
Excellence in Citizenship
Awards program
OBJ 1.1 – Engage
Commands in a manner
That effectively involves
Them…
OBJ 2.1 – Educate the
Community thru a
Communications plan to
reduce misconduct
OBJ 3.3 – Establish website
As an information resource
For the community
OBJ 2.2 – Increase
Our interaction with
Reporting agencies to
Share information
OBJ 3.2 – Implement a
Plan to develop our
Professional capabilities
OBJ 3.1 – Analyze all
Core processes to increase
Our effectiveness

Maj. Razvillas' Paradigm (July 2005) – Objectives (Causal Relation & Strength)

	OBJ 1.1 – Engage Cmds in a manner that effectively involves	OBJ 1.2 – Develop an Interactive feedback system command reps	OBJ 1.3 – Market our Excellence in Citizenship Awards program	OBJ 2.1 – Educate the Community thru a Communications plan	OBJ 2.2 – Increase Our interaction with reporting agencies	OBJ 3.1 – Analyze all Core processes	OBJ 3.2 – Implement a Plan to develop our professional capabilities	OBJ 3.3 – Establish website As an information resource	IN	OUT	TOTAL	WEIGHT
OBJ 1.1 – Engage Cmds in a manner that effectively involves									6	1	7	49
OBJ 1.2 – Develop an Interactive feedback system command reps									1	6	7	57
OBJ 1.3 – Market our Excellence in Citizenship Awards program									4	2	6	22
OBJ 2.1 – Educate the Community thru a Communications plan									6	1	7	41
OBJ 2.2 – Increase Our interaction with reporting agencies									3	4	7	37
OBJ 3.1 – Analyze all Core processes									2	5	7	41
OBJ 3.2 – Implement a Plan to develop our professional capabilities									1	5	6	34
OBJ 3.3 – Establish website As an information resource									4	3	7	29

Some recommendations based on your weightings…

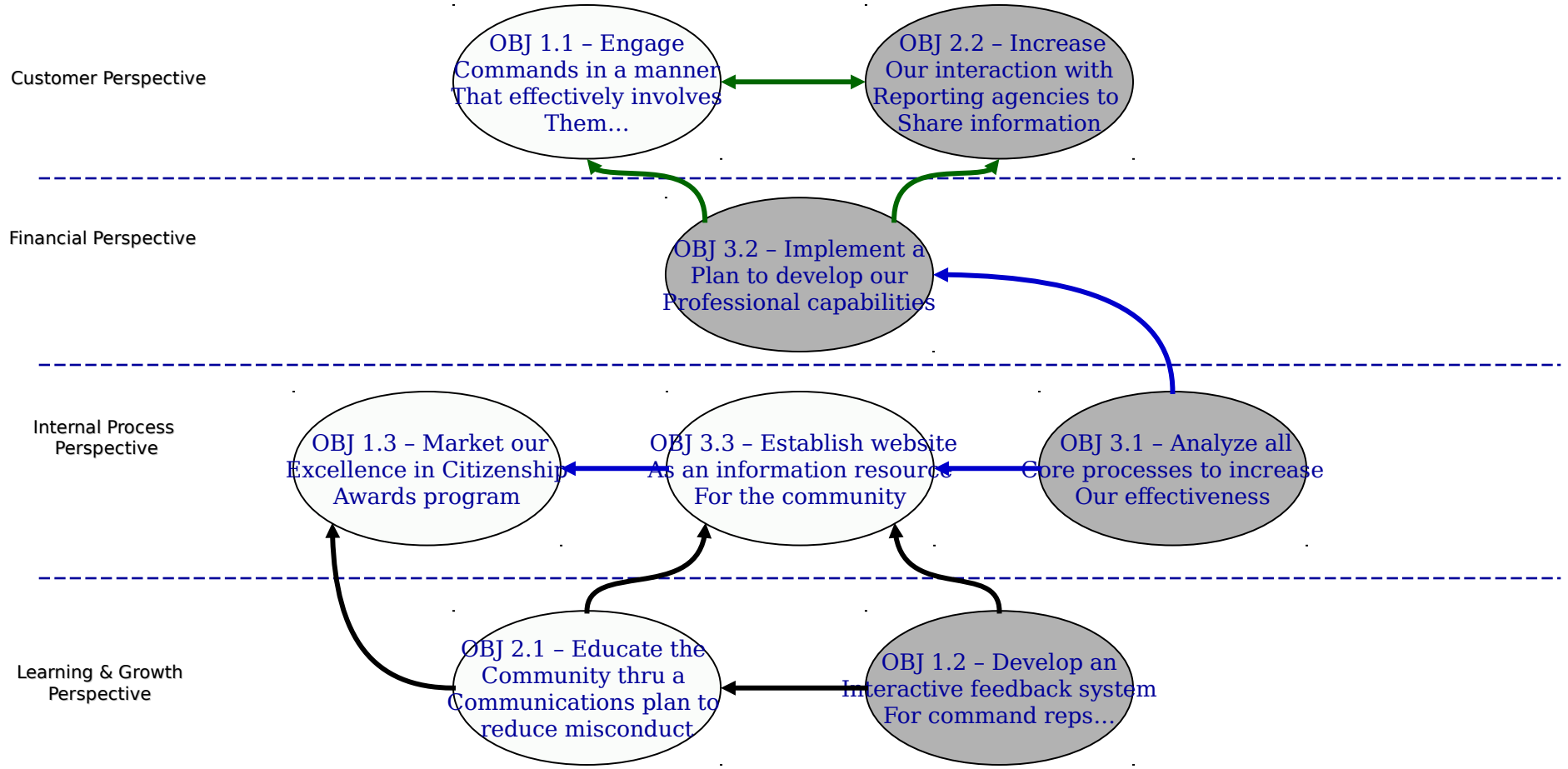
GOALS	OBJECTIVES	YOUR WEIGHT	% WEIGHT EACH OF YOUR PERF. MEASURES WILL CARRY
GOAL 1 – Develop positive / trustworthy relationships	• 1.1 Engage commands in a manner that effectively involves them in our decision making process of sanctions.	49	35
	• 1.2 Develop an interactive feedback system for command representatives & sponsors.	57	45
	• 1.3 Market our Excellence in Citizenship Awards program.	22	20
		TOTAL:	100%
GOAL 2 – Establish a proactive presence in the community	• 2.1 Educate the community through a communications plan to reduce misconduct.	41	55
	• 2.2 Increase our interaction with reporting agencies to share information.	37	45
		TOTAL:	100%

Some recommendations based on your weightings… (Continued)

GOALS	OBJECTIVES	YOUR WEIGHT	% WEIGHT EACH OF YOUR PERF. MEASURES WILL CARRY
GOAL 3 – Continually look for ways to improve what we do	• **3.1 Analyze all core processes to increase our effectiveness.**	41	40
	• **3.2 Implement a plan to develop our professional capabilities.**	34	35
	• **3.3 Establish website as an information resource for the community.**	29	25
		TOTAL:	100%

Based on the information you provided (your paradigm), here is the most likely route to begin your improvement efforts…

(Formula: Biggest Output + Highest Weight + Perspective = Area of Focus)
Best bang (impact) for your efforts…Neat huh?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